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NISSAN BULLETIN

Continuously Variable Transmission Software Update Voluntary Service Campaign

Reference: PM562
Date: August 14, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Potentially Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
2012-14 Versa Sedan	~408,726	142	August 14, 2015
2014 Versa Note			
2013-14 Sentra			

***** Campaign Summary *****

Nissan is conducting a voluntary service campaign on certain vehicles sold in North America to update the Continuously Variable Transmission (CVT) software in the vehicle. Due to low hydraulic pressure, the belt may slip when manually shifting from the L range to D range. Belt slippage may result in noise, vibration, and poor acceleration. Left unrepaired, this condition may reduce the durability of the CVT. Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience.

***** What Dealers Should Do*****

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PM562**.
2. Dealers should not sell or trade any vehicles in dealer inventory affected by this service campaign until after the vehicle has been repaired.
3. Dealers should use **NTB15-069** to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> • Updated CVT software is now available on ASIST • No other parts are required for this campaign • Additional coverage is available in the event the CVT control unit fails during reprogramming. Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Repair	<ul style="list-style-type: none"> • NTB15-069
Owner Notification	<p>Nissan will begin notifying owners of all potentially affected vehicles in August, 2015 via U.S. Mail.</p> <ul style="list-style-type: none"> ○ Owners of vehicles affected by P5308 & PM562 will receive a single, combined owner notification to have both repairs made.

***** Dealer Responsibility *****

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No.

Q. What is the reason for this voluntary service campaign?

A. Due to low hydraulic pressure, the belt may slip when manually shifting from the L range to D range.

Q. What is the possible effect of the condition?

A. Belt slippage may result in noise, vibration, and poor acceleration. Left unrepaired, this condition may reduce the durability of the CVT.

Q. What will be the corrective action for this voluntary service campaign?

A. Nissan dealers will update the Continuously Variable Transmission (CVT) software in the vehicle. This update will upgrade the software to current production levels

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately 1 hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners in August, asking them to bring their vehicles to an authorized Nissan dealer to have CVT software on the vehicle updated. The new software will increase hydraulic pressure while shifting to prevent CVT belt slip when manually shifting from the L to D range.

Q. Are parts readily available?

A. No parts are required. The updated software is available on ASIST.

Q. Is my vehicle safe to drive?

A. Yes. However, if your vehicle is subject to the voluntary service campaign, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Have there been any injuries or fatalities related to this problem?

A. No.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No, please check with your dealership for alternate transportation availability.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the voluntary service campaign.
For CA: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2012-2014 Nissan Versa Sedan, 2014 Versa Note, and 2013-14 Sentra vehicles sold in North America and produced within a particular time period.

Q. How many vehicles are involved in the campaign?

A. The potentially affected vehicles in the North American Market are as follows:

Region	N17	E12	B17	Total
USA	178,181	44,408	113,679	336,268
CANADA	6,662	12,100	19,304	38,066
GUAM	170	73	300	543
MEXICO	0	0	30,851	30,851
PUERTO RICO	0	0	2,990	2,990
SAIPAN	4	0	4	8
Total	185,017	56,581	167,128	408,726
<u>Make/Model</u>		<u>Dates of Manufacture</u>		
MY2012-14 Nissan Versa Sedan		June 9, 2011 to March 13, 2014		
MY2014 Nissan Versa Note		April 23,2013 to February 4, 2014 (NNA)		
MY2013-2014 Nissan Sentra		August 27,2012 to April 5, 2014 (NNA) and September 11, 2012 to February 4, 2014 (MEX)		

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No.